## **Supporting people to live healthier lives**

### Keeping people healthy and supporting them to make informed choices is part of delivering effective care. The CQC will want to know how your service supports people to manage their health and wellbeing, including living as healthy a life as possible.

### Inspectors will want to know what your service is doing to monitor the health and wellbeing of the people you support, and enable them to access any assistance that is needed. There will be an expectation that people are involved, where possible, in the monitoring of their own health and wellbeing. The CQC will also want to know how your service provides information about the healthcare options available, including tailoring these communications to reflect the needs of the individual.

### Recommendations checklist

These recommendations act as a checklist to help you consider what you could potentially evidence, but it’s not intended as a definitive list. We hope they help you reflect on what evidence you might wish to share with the CQC.

|  | Yes | No | N/A | How we evidence | Action |
| --- | --- | --- | --- | --- | --- |
| We can evidence how we successfully support people to manage their own health and wellbeing. |  |  |  |  |  |
| We enable and empower the people we support to maintain good health and wellbeing. Where capacity permits, they take an active role in monitoring their own health and help prevent or minimise deterioration. |  |  |  |  |  |
| We provide accessible and timely information to people, their families, and advocates to help them make choices about their future health and wellbeing. |  |  |  |  |  |
| Where needed, we empower staff to act as advocates for people when engaging with healthcare professionals, support organisations and other agencies. |  |  |  |  |  |
| We train and develop our staff to ensure their own understanding of health and wellbeing is in line with the latest best practice. |  |  |  |  |  |
| We are proactive in promoting new health options to the people we support, ensuring they understand the options available. For example, the latest vaccination opportunities. |  |  |  |  |  |
| Where we support people’s food and nutritional needs, we ensure we provide nutritious foods in line with cultural and dietary requirement, and preferences. |  |  |  |  |  |
| To support people to maintain good physical and mental wellbeing, we ensure they have regular access to meaningful activities and wider community engagement. |  |  |  |  |  |
| We provide opportunities for our staff to develop their expertise using national qualifications and good/best practice programmes (where applicable for the levels of care needed). |  |  |  |  |  |
| Where practical, we develop internal champions to help promote healthy options and act as referral and support to the wider staff team. |  |  |  |  |  |
| We’re proactive in engaging with healthcare services (e.g., speech and language therapy, community psychiatric nurses, dieticians, specialist nurses etc.). |  |  |  |  |  |
| We have documented evidence of how we engage people and others in relation to people’s health and care needs. This includes our ongoing monitoring of health and care. |  |  |  |  |  |
| The people we support can access mental health services, including crisis support, when they need them. This is in accordance with NICE Quality Standards. |  |  |  |  |  |
| We ensure the people we support receive regular, high-quality oral healthcare and this is documented in their care plan. This is in accordance with NICE Quality Standards. |  |  |  |  |  |

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| Resources to help **GO Online: Inspection toolkit**  Learn more about how this is inspected via a short film, practical examples and resources [here](https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/inspection-toolkit/Topic-focus.aspx?services=&kloe=effective-1&topic=supporting-people-to-live-healthier-lives).  **Recommendations checklists** Access the full range of all Recommendations Checklists, exclusively available to Skills for Care Registered Manager Members [here](https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Support-for-registered-managers/GO-guide-SAF.aspx).  **Good and Outstanding care support** Skills for Care’s Good and Outstanding care resources include practical e-learning modules, guidance and seminars to support you to meet CQC expectations. Learn more about what is available [here](https://www.skillsforcare.org.uk/go). |